

Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

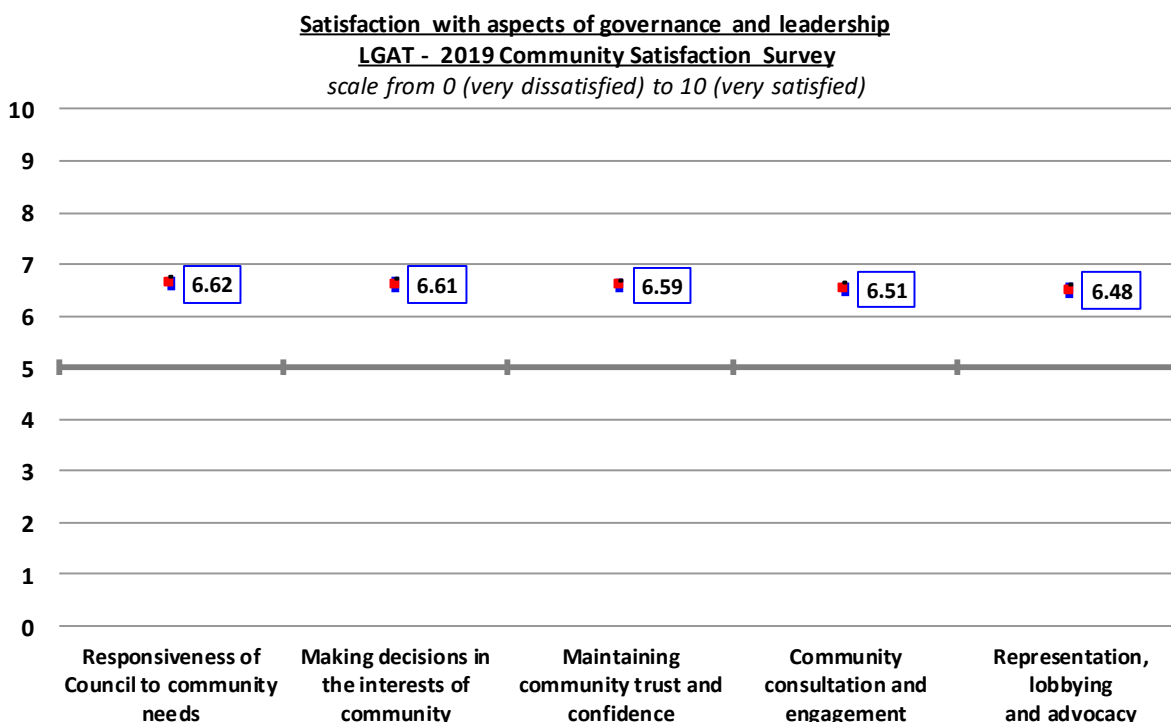
Respondents were asked to rate their satisfaction with five aspects of governance and leadership, as outlined in the following graph.

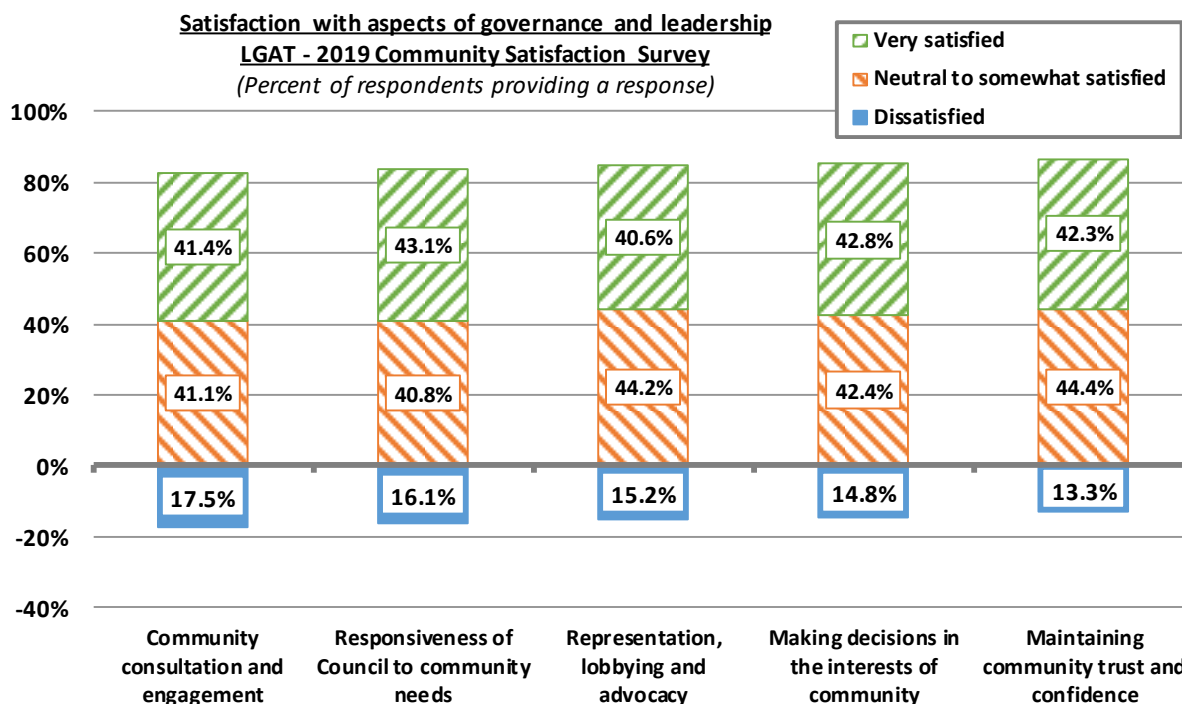
The average satisfaction with all five aspects of governance and leadership was 6.56 out of a potential ten, or a “good” level of satisfaction.

Metropolis Research draws attention to the fact that more than forty percent of respondents were “very satisfied” with each of the five aspects (i.e. rated satisfaction at eight or more out of ten).

Conversely, a little less than one-sixth of respondents on average were dissatisfied with each of the five aspects of governance and leadership.

Whilst only two of these five aspects of governance and leadership were included in the previous research, and they were worded somewhat differently, it is still worth noting that satisfaction with these two aspects of governance and leadership both increased measurably and significantly between 2015 and 2019. This improvement is a clear theme evident in many of the results outlined in this report.





Community consultation and engagement

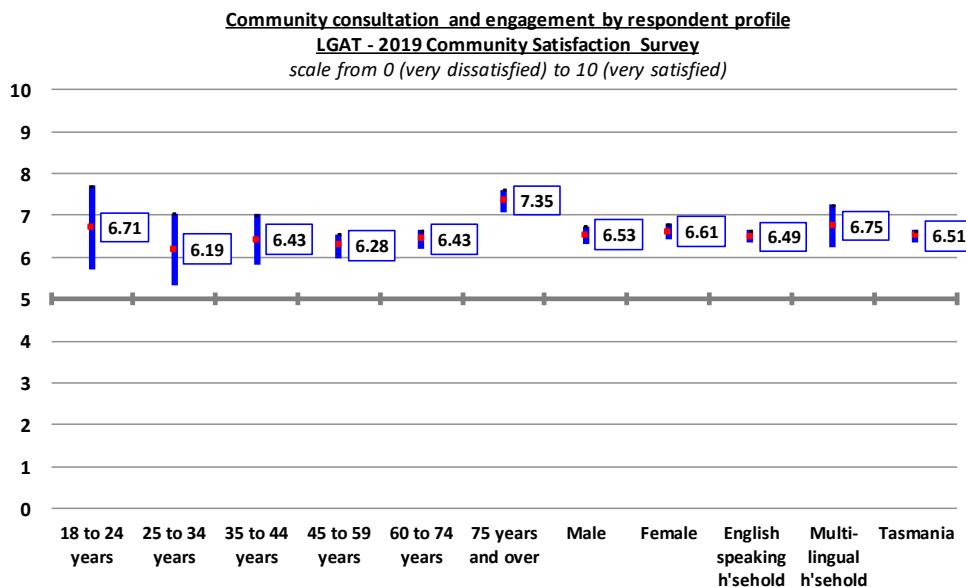
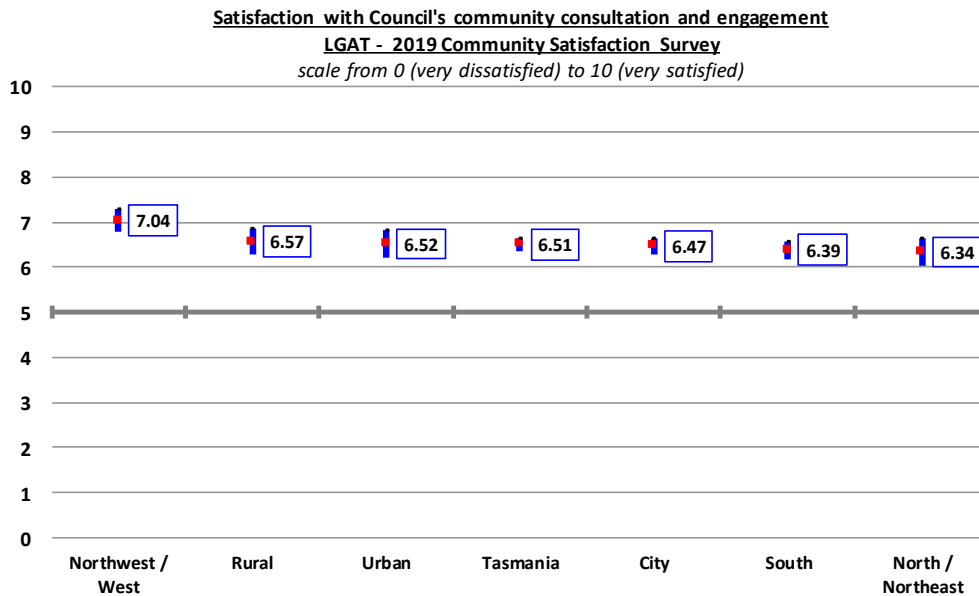
There was measurable variation in satisfaction with the local council’s “community consultation and engagement” observed across the state, as follows:

- **Northwest / West** – respondents were measurably and significantly more satisfied than average, although still at a “good” level of satisfaction.

By way of comparison, the 2015 survey recorded satisfaction with “opportunities for involving residents in local decision making” at 5.80, which is measurably and significantly lower than this result, and is a result that Metropolis Research would categorise as “poor”.

Whilst the two questions were worded differently, this variation in result between 2015 (5.80) and 2019 (6.51), does nonetheless imply that community satisfaction with consultation and engagement may have improved substantially in the last four years.

This would be consistent with a number of other results from this survey, including the fact that many respondents pointed to improvements to council’s responsiveness and listening to the community as the reason why their view of the image of local government had improved in the last four years, and also for many it was identified as one of the best things about their local council (particularly in rural councils).



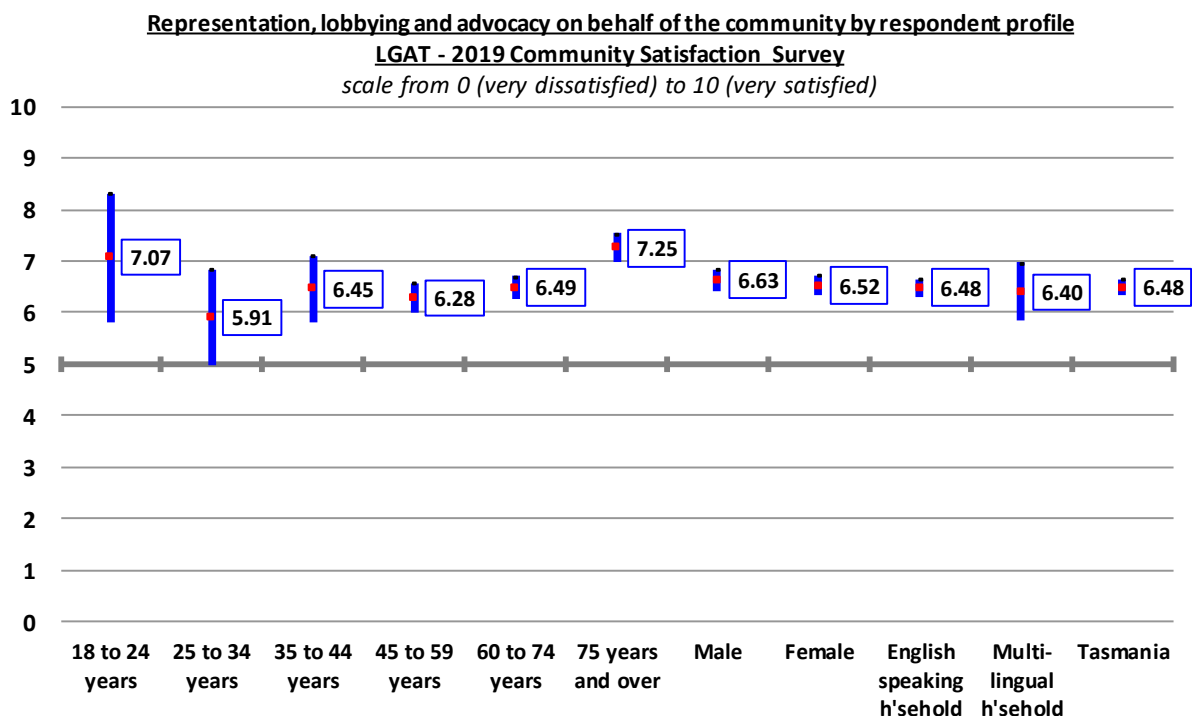
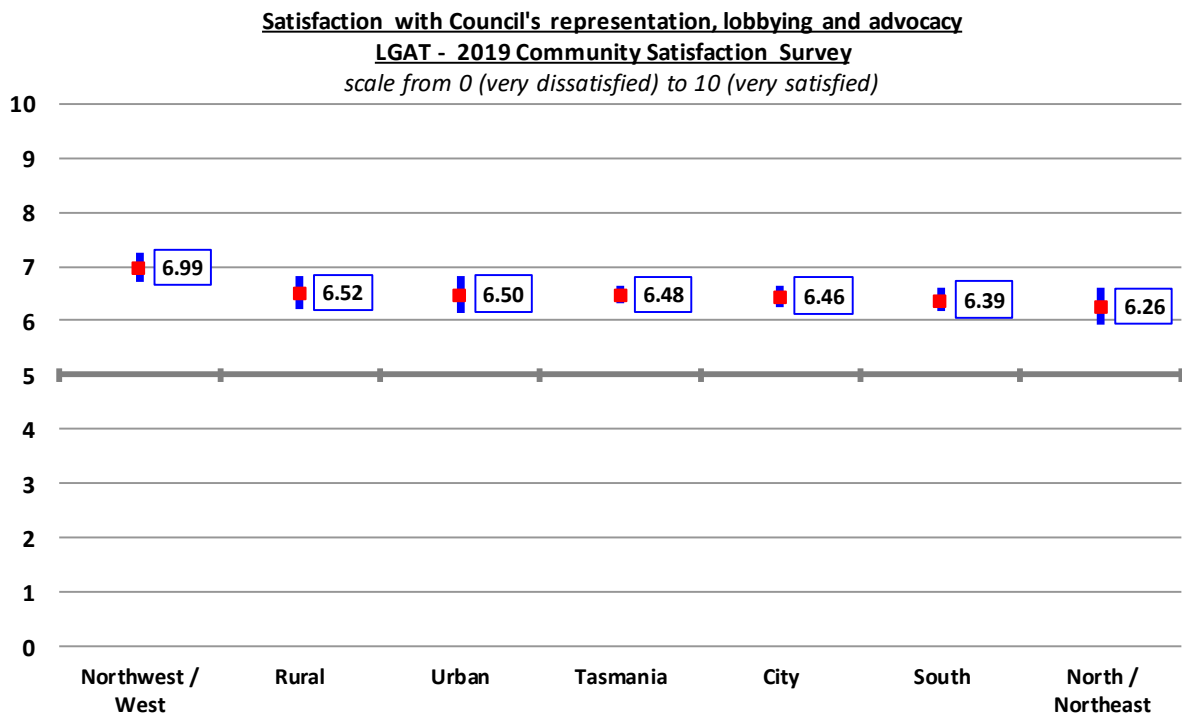
Representation, lobbying and advocacy

There was measurable variation in satisfaction with the local council's "representation, lobbying and advocacy on behalf of the community" observed across the state, as follows:

- **Northwest / West** – respondents were measurably and significantly more satisfied than average, although still at a "good" level of satisfaction.

By way of comparison, the 2015 survey recorded average satisfaction with "Council lobbying on behalf of the community" at 6.0, measurably lower than this 2019 result.

Whilst the wording of the two questions is different, this result strongly implies that community satisfaction with the lobbying performance of their local council has improved somewhat in the last four years.

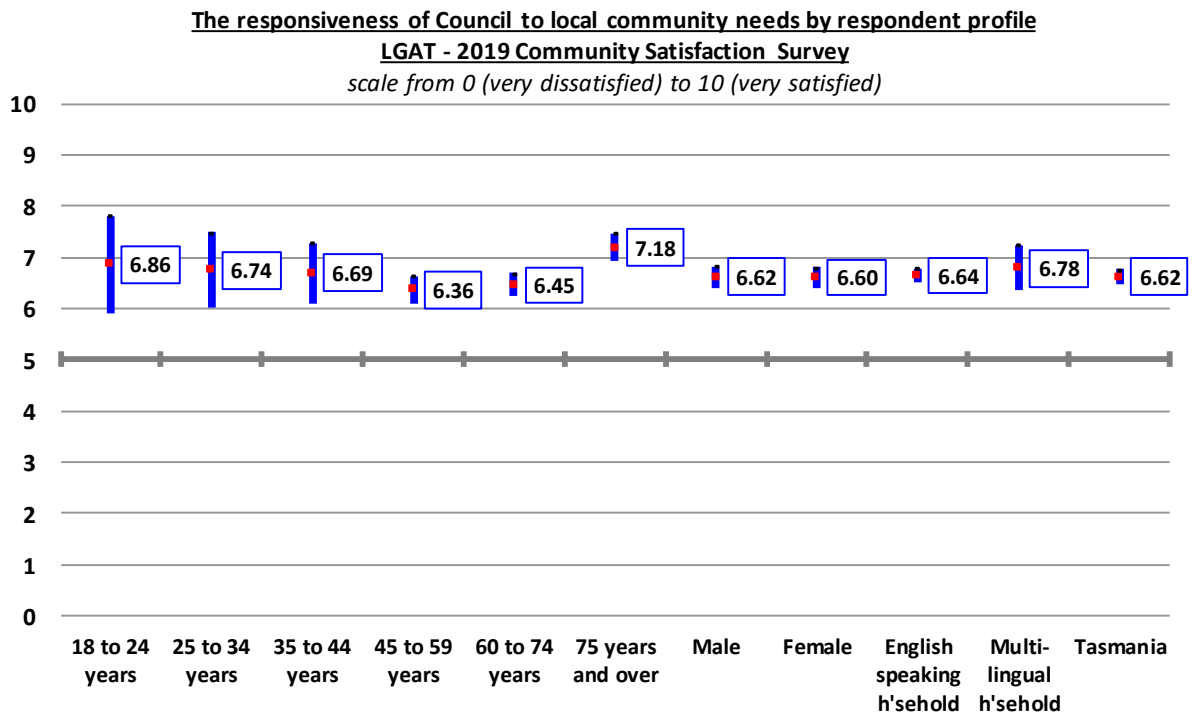
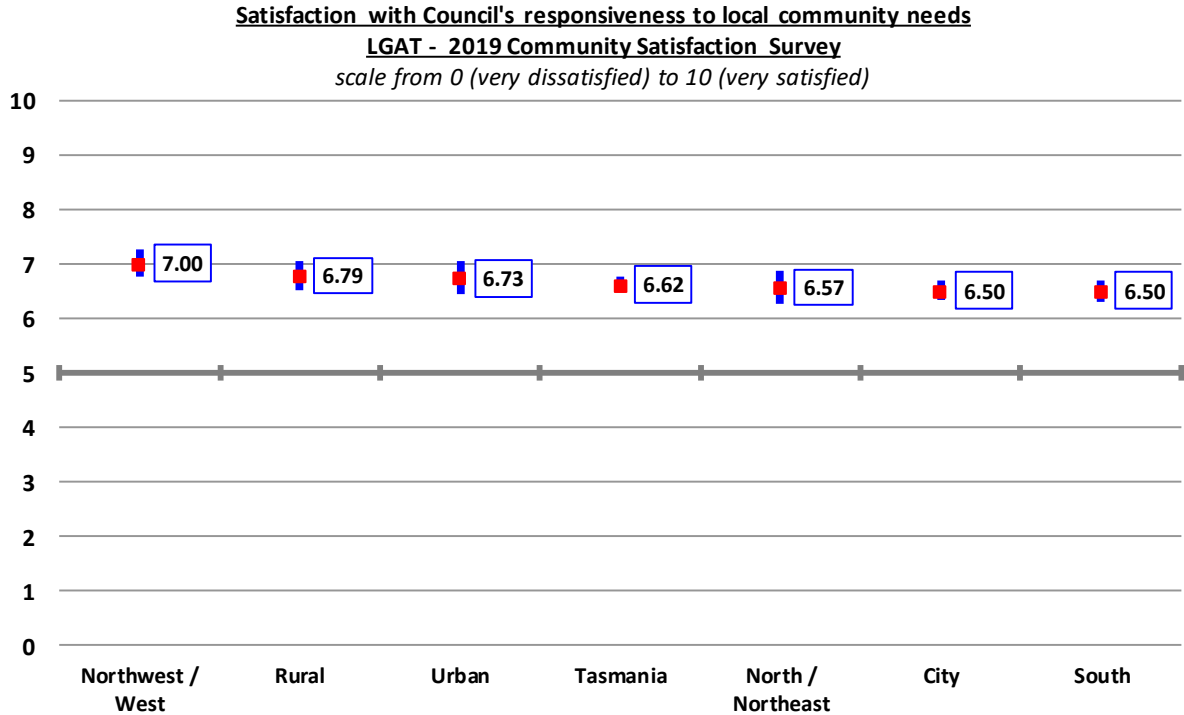


Responsiveness to local community needs

There was measurable variation in satisfaction with the “responsiveness of the council to local community needs” observed across the state, as follows:

- **Northwest / West** – respondents were measurably and significantly more satisfied than average, although still at a “good” level of satisfaction.

There was no similar question included in the 2015 survey.

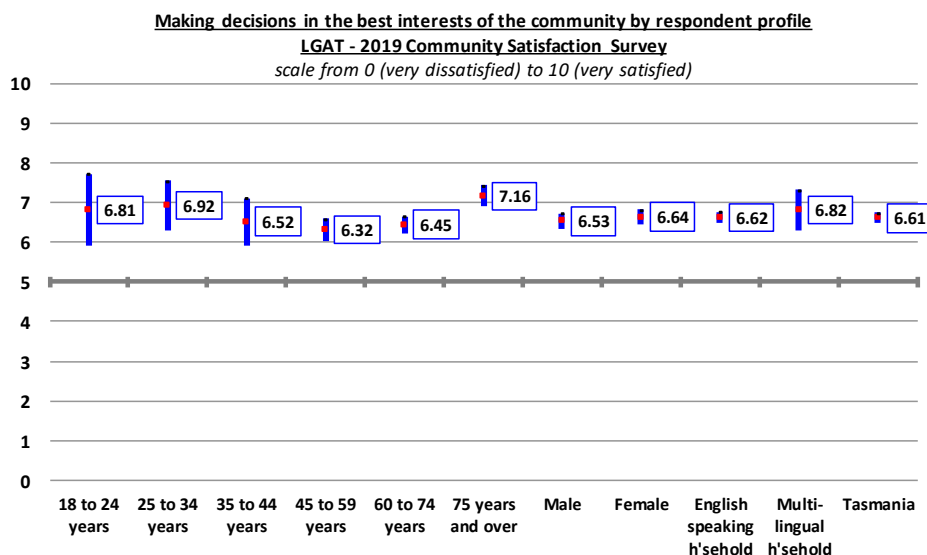
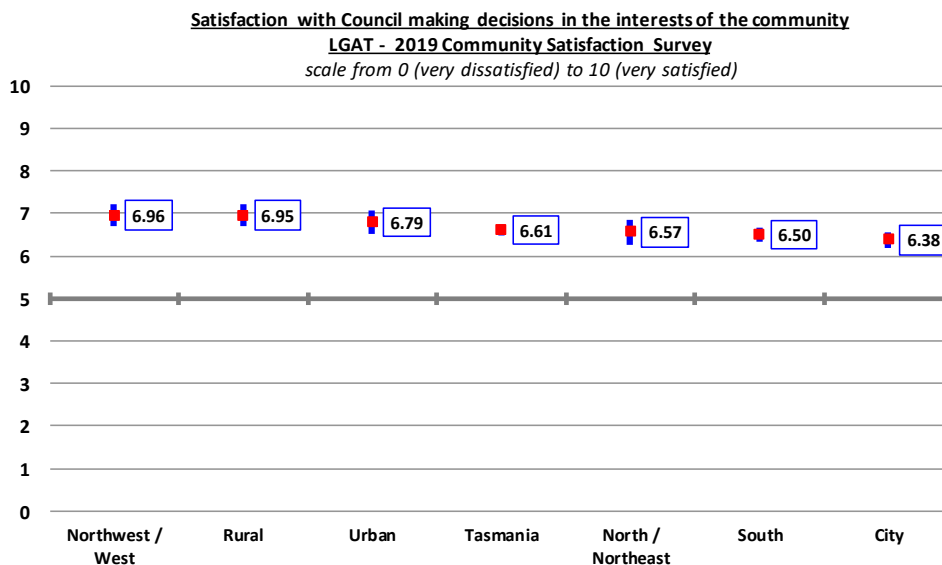


Making decisions in the interests of the community

There was measurable and significant variation in satisfaction with the local councils' performance "making decisions in the interests of the community" observed across the state, as follows:

- **Northwest / West and Rural** – respondents were measurably and significantly more satisfied than average, although still at a "good" level of satisfaction.

There was no similar question included in the 2015 survey.



Maintaining trust and confidence of local community

There was no statistically significant (at the 95% confidence level) variation in satisfaction with the local councils' performance "maintaining the trust and confidence of the local community" observed across the state.

There was no similar question included in the 2015 survey.

